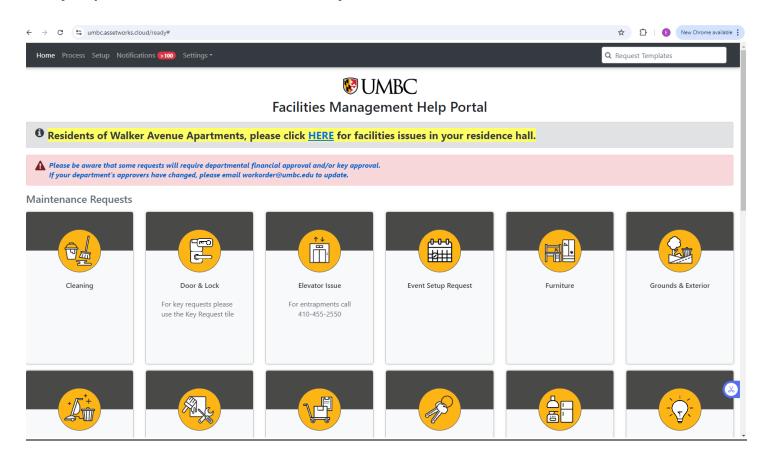
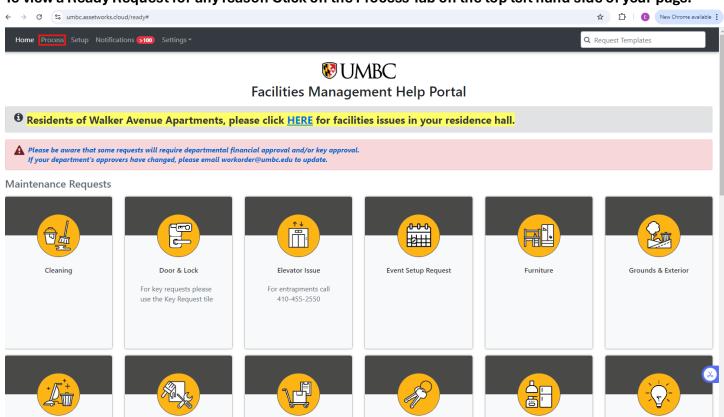
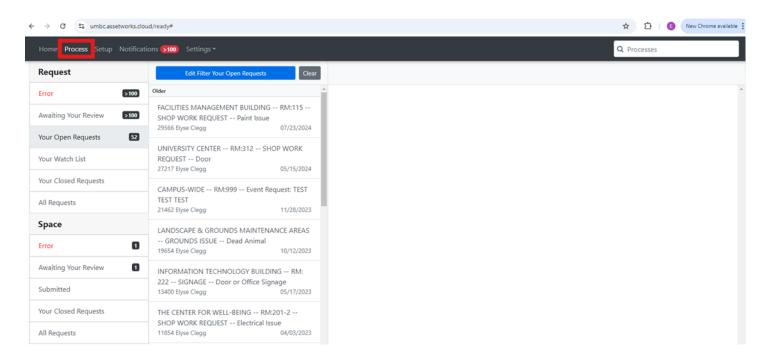
Ready Request - umbc.assetworks.cloud/ready



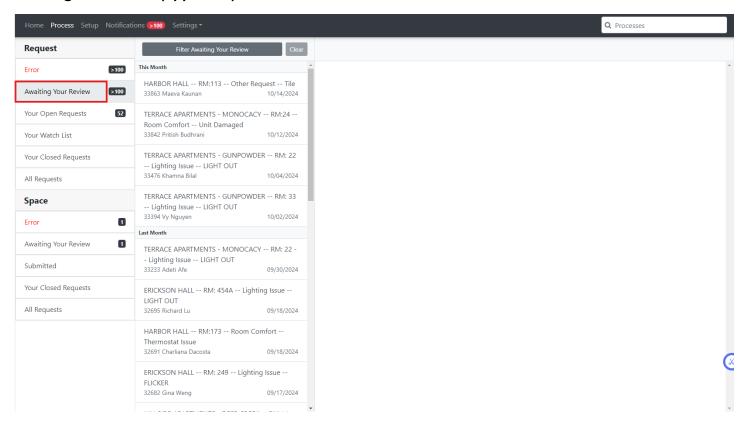
To view a Ready Request for any reason Click on the Process Tab on the top left hand side of your page:



Here you can find things that are Awaiting Your Review (if you are an approver), all of Your Open Requests, and all of Your Closed Requests.



Awaiting Your Review (Approvals)



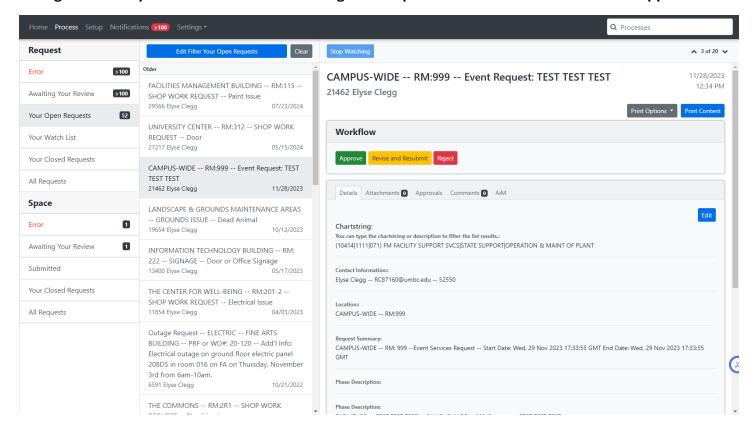
Approvals Screen (Be sure to check dates/times, description, and chartstrings(for billable))

If everything looks good click on the Approve button.

If you want the person to make some changes click on the Revise and Resubmit button and be sure to comment what changes need to be made. This will send the Request back to the person who created it.

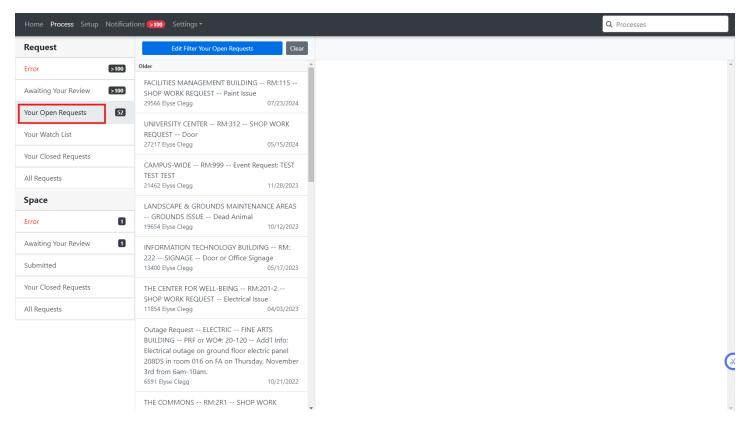
If you or your department no longer need/want the request please click the Reject button. If you use this button the Ready Request will no longer be able to be used.

If you want to Edit a request that is awaiting your approval yourself you can click on the blue Edit button on the right of the request. You will be able to change the Request as needed and then save and Approve



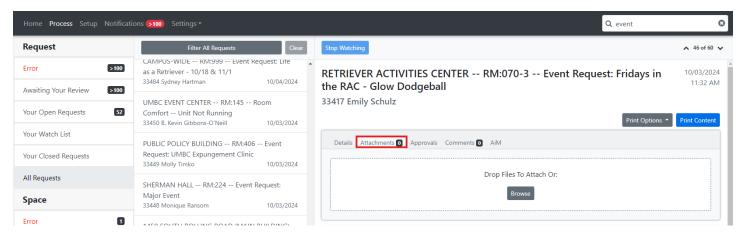
Your Open Requests - All Requests that you have submitted that have not yet been Closed by FM

You can Click on each request to review all the details.

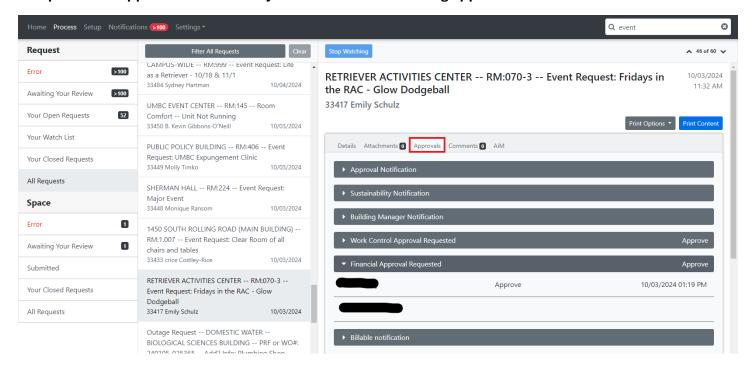


Information on each Ready Request:

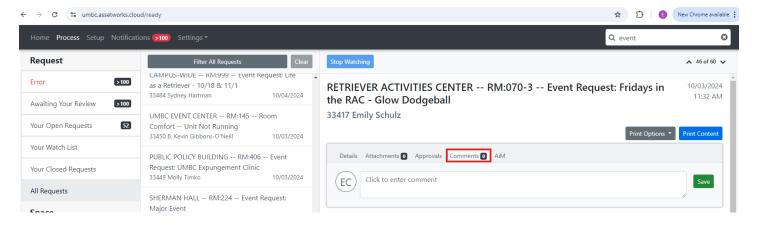
Attachments – These are added by you the customer through drag and drop or uploading and can be viewed at any time.



Approvals – This shows any approvals that are required for the Request to move through the workflow and where they stand. Approve and the time stamp will appear next to the name of the person who has completed the approval. If this is not yet shown it is still awaiting approval.



Comments – When you enter comment it *ONLY* comes to Work Control. It *DOES NOT* send the message to the shop. If you would like a specific person to see a comment you need to type "@their name" to tag them into the request. This is also how a department can ensure that all requests are seen by a specific person who may be tasked with tracking expenses or information about their spaces.



AIM – While you as a customer work in Ready Request, our shops work out of the partner system called AiM. Ready Request creates Work Orders once the required workflow is completed. Here you can see where the shops are with your work. If there are multiple phases that means multiple shops are working on the job. The different statuses can tell you the progress of the work:

New - the shop hasn't looked at the request yet

Assigned - the shop supervisor has assigned the work to one of the employees in their shop

In-Progress/Awaiting Materials – usually this means they are awaiting parts or a contractor to help with the work

Work Done - the shop employee has completed the work and tracked their time

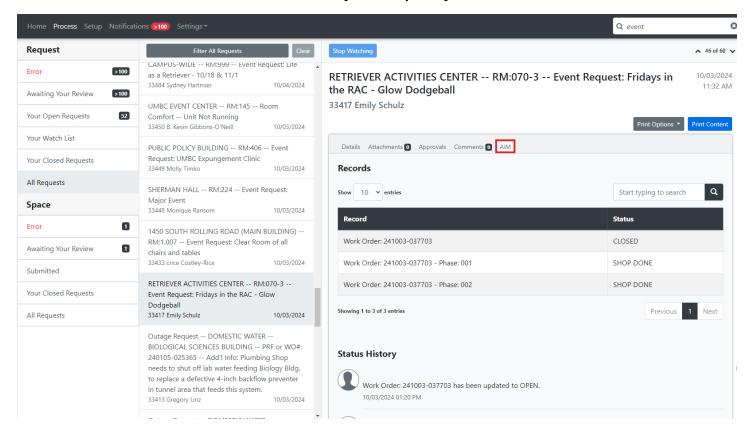
Shop Done - the shop supervisor has reviewed the work and the shop is done with the work order

Ready to Bill – there is a cost associated with the work order that will be billed in our next end of month billing

Billed - the work order has been billed to your department

Complete - the work order is completed and there is no bill

Cancelled - the work order has been cancelled by the shop or by the customer



Your Billing Report – Once we run our billing there are two different places you can review the information: The JE screen in PeopleSoft

- On the Journal Line Description, you will find the Work Order number
- On the Reference line you will find the Ready Request number

Select	Line	Base Amount	Fund	Dept	Account	PC Bus Unit	Project	Activity	Program FIN Name	Journal Line Description	Reference
										240208-026773 ROBERT	
N	5	150	1113	10302	7090400	UMBC1	CV360150	CNV	31	STARR	<mark>23833</mark>
										240208-026771 ROBERT	
N	6	125	1113	10302	7090400	UMBC1	CV360150	CNV	31	STARR	23831
										240208-026772 ROBERT	
N	7	100	1113	10302	7090400	UMBC1	CV360150	CNV	31	STARR	23832

The FAD Report

- On the Journal Line Description, you will find the Work Order number
- On the Reference line you will find the Ready Request number

*If you require backup for a billed item you need to email elyse1@umbc.edu or workorder@umbc.edu and include the Ready Request or Work Order number(s) you need that backup for. Each one will be included individually on the email reply.



Work Order/Phase Cost Analysis

r									
ROADWAY PA	ARKING GROUNI	DS ISSUE TRAS		01 (UMBC)					
ADD'L INFO: (2024)	SOUTH CAMPUS T	RASH FOR FERBE	Facility:	01					
CLOSED			Property:	PKG (SURFACE PARKING LOTS AND ROADWAY PARKING.)					
001									
SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS ISSUE TRASH ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBRUARY 2024									
BILLED			Est Sta	art Date:	Feb 8, 2024				
FM_GROUND GROUNDS)	S (FACILITIES MAN	IAGEMENT	Est End Date:		Mar 21, 2024				
Hours	Labor	Material	Eq	uipment	Contract	Total			
0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			
6	\$150.00	\$0.00		\$0.00	\$0.00	\$150.00			
	240208-02677 ROADWAY PAADD'L INFO: \$2024) CLOSED 001 SURFACE PACAMPUS TRABILLED FM_GROUND GROUNDS) Hours	240208-026773 (SURFACE PARK ROADWAY PARKING GROUNI ADD'L INFO: SOUTH CAMPUS TI 2024) CLOSED 001 SURFACE PARKING LOTS AND F CAMPUS TRASH FOR FERBRUA BILLED FM_GROUNDS (FACILITIES MAN GROUNDS) Hours Labor 0 \$0.00	240208-026773 (SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS ISSUE TRASI ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBR 2024) CLOSED OO1 SURFACE PARKING LOTS AND ROADWAY PARKIN CAMPUS TRASH FOR FERBRUARY 2024 BILLED FM_GROUNDS (FACILITIES MANAGEMENT GROUNDS) Hours Labor Material 0 \$0.00 \$0.00	240208-026773 (SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS ISSUE TRASH ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBRUARY 2024) CLOSED O01 SURFACE PARKING LOTS AND ROADWAY PARKING G CAMPUS TRASH FOR FERBRUARY 2024 BILLED Est St: FM_GROUNDS (FACILITIES MANAGEMENT GROUNDS) Hours Labor Material Eq 0 \$0.00 \$0.00	240208-026773 (SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS ISSUE TRASH ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBRUARY 2024) CLOSED Property: O01 SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS IS CAMPUS TRASH FOR FERBRUARY 2024 BILLED Est Start Date: FM_GROUNDS (FACILITIES MANAGEMENT GROUNDS) Hours Labor Material Equipment 0 \$0.00 \$0.00 \$0.00	240208-026773 (SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS ISSUE TRASH ADD'L INFO: SOUTH CAMPUS TRASH FOR FERBRUARY 2024) CLOSED Property: PKG (SURFACE PARKING) SURFACE PARKING LOTS AND ROADWAY PARKING GROUNDS ISSUE TRASH AD CAMPUS TRASH FOR FERBRUARY 2024 BILLED Est Start Date: Feb 8, 2024 FM_GROUNDS (FACILITIES MANAGEMENT GROUNDS) Hours Labor Material Equipment Contract 0 \$0.00 \$0.00 \$0.00 \$0.00			

Ready Request Tile Selections

Door & Lock

Door

- Broken Hinge
- ADA/Accessibility Door Issues
- Door Doesn't Close Properly
- Loose/Damaged Door Handle
- Roll-up/Overhead Door Issue
- Door Stop Broken/Missing
- Broken Center Post (Mullion)

Lock

- Broken Lock
- Key Stuck
- Key(s) Not Working
- Panic Bar Issue
- Lock/Core Change
- Request Padlock/New Lock

Event Set Up

- Electrical Power
- Furniture Setup
- Trash, Recycling, Compost
- Signs
- Temperature Setpoint Adjustment

Grounds & Exterior

- Fall Tree/Branch
- Dead Animal
- Icy Sidewalk
- Trash/Recycling Removal (dumpsters)
- Broken Fence
- Pothole in Roadway
- Broken Sidewalk, Rail or Step
- Damaged Gutter/Siding/Roofing (Goes to SM)

Installation and Renovation

- Paint Room
- Install Window Coverings (Blinds/Shades)
- Repair Wall
- Install Shelves
- Mount Non-Electronic Item to Wall ex. Whiteboard
- Install Flooring
- Replace Damaged Flooring
- Installation Services???

Inventory Disposal

-Anything tagged in UMBC Inventory.

MUST have inventory disposal form or will not be put through to a work order for SWF

Key Request

- Any request for a new key to be cut/made by FM

Lighting & Power

Lighting

- Light(s) Out
- Noisy Fixture
- Flickering/Dimming
- Add/Move Light Fixture

Power

- No Power
- Outlet (Receptacle) Not Working
- Outlet Relocation/Addition
- Breaker Check/Reset
- Assist Contractor

Outage Request

This tile is for PM/FM Staff to request outages

Pest Control

- Rodent or Small Animal Sighting
- Bug Sighting
- Snake Removal
- Bird or Bat Removal

Plumbing Assistance

- Not Hot/Cold Water
- Water Fountain Filter Change
- Clogged Sink/Drain/Toilet
- Leak
- Fixture Broken/Not Working (Toilet, Sink, Etc.)
- No Water/Low Flow
- Discolored Water
- Flood
- Natural Gas Smell

Relocation Services

- Anything SWF moves that isn't UMBC tagged Inventory

Room Comfort

- Too Hot
- Too Cold

- Unit Not Running
- No Airflow
- Thermostat Issue
- High Humidity
- Low Humidity
- Dirty Filter
- Noisy Equipment/Sound from Vent
- Odor from Vent
- Water Dripping from Unit
- Unit Damaged

Safety Concerns

Inside

- Water Damage
- Alarm issue Silence/Clear
- Fire Extinguisher
- Ceiling Tile
- Falling Bring
- Broken/Missing Handrail

Outside

- Icy Sidewalk
- Loose Paver
- Bollard Missing
- Missing/Broken Handrail

Signage

- **Not to be used for Event Signs**
- Door or Office Sign
- Damaged or Missing Sign
- Roadway Signage (New)
- Parking Signage (New)
- Parking/Construction Signage (Temporary)
- Directory (Updates)

Windows & Glass

- Broken Glass
- Stuck Window
- Leaking Window

Facilities Management Event Support - Event Setup Request

Event requests must be submitted a minimum of 10 business days in advance of the event on the Event Setup Tile of Ready Request: however, the further in advance the better, to ensure availability of staffing and materials. Submitting an event request in Ready Request does not mean your event has gone to our FM shops. All event requests require Financial Approval from your department in Ready Request, because there will be charges for SWF and possibly other shops. Services that FM Shops can provide Include:

Electrical Power (Electric Shop)

Extension cords

Special Power needs for event equipment

Furniture Setup (SWF)

In your description of event be sure to give as many details as possible, including date(s), start and end time, description of set up, etc. You can also attach diagrams of the event setup you would like. Tables

6ft rectangles

8ft rectangles

60" rounds (comfortably seats 8)

72" rounds (comfortably seats 10-12)

*Our tables are not in mint condition. If you wish to cover them, you must supply your own table cloths or have them supplied by catering (Food Services).

Black Folding Chair

Rolling Posterboards (about 10)

A-Frame Posterboards

Recycling, Trash and Compost (Grounds Shop)

Trash Cans

Recycling Bins

Compost Bins

Extension cord/Wire covers

Signs (Sign Shop)

Signs require 2-3 weeks to complete (be sure to submit in plenty of time)

Roadway signs for event

Directional signs for event (interior or exterior)

See Sign Shop for more details

Temperature Setpoint Adjustment (HVAC Shop)

Can change the temperature from the standard setpoint to ensure comfort in a more crowded space

Housekeeping

Required if serving food

After 4pm or on a weekend there is a 3-hour minimum as part of their overtime requirement in their contract

*Event/After-hours housekeeping requires advanced communications to ensure staffing If you have any questions or need assistance you can always call Work Control x52550.